Emergency Preparedness Toolkit

COLORADO
COMMUNITY**HEALTH**NETWORK
Access for All Colorado

Quality Initiatives Division – Emergency Preparedness

COLORADO COMMUNITY HEALTH NETWORK 600 Grant St. Suite 800 Denver, CO 80203

Introduction

This Emergency Preparedness Toolkit is intended to provide new and existing Emergency Preparedness Leads at Colorado Community Health Centers (CHC) with information to engage in their Regional Healthcare Coalition (HCC).

The goal of this toolkit is to provide the following information:

- An overview of Colorado Healthcare Coalitions including:
    - History of Healthcare Coalitions
    - Regions and Counties Served
    - A Map of Healthcare Coalition Regions
    - Additional Healthcare Coalition Information
- An overview Colorado Community Health Centers including:
    - Roles and Responsibilities of CHC Emergency Preparedness Leads
    - CHC Emergency Management Plans
    - CCHN website resources
    - Cross-training opportunities with CHCs and HCCs

Any questions about this toolkit can be directed to Emily Bauer (ebauer@cchn.org)

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Colorado Healthcare Coalitions

Overview

Healthcare Coalitions (HCCs) are a network of individual healthcare and responder organizations that have come together to coordinate and prepare for emergencies and disaster events. Membership is based by region and can include hospitals, emergency medical services (EMS), emergency management, public health, behavioral health, and ancillary healthcare providers (including Community Health Centers). The strength of HCCs is that they reflect the unique needs and characteristics of each local jurisdiction.[1]

History

The origination of healthcare coalitions, and the associated Hospital Preparedness Program (HPP), can be traced back to the events of September 11, 2001 and the subsequent anthrax attacks later that same year. These events highlighted the lack of preparedness for bioterrorist attacks in the U.S. In 2002, in an effort to address these gaps at the hospital level, the HPP was created. This new Federal program provided funding to states to build capacity around activities associated with decontamination, pharmaceutical caches, hospital bed surge capacity, and training.

In 2004, the emphasis of the program shifted to an all-hazards approach and put a greater emphasis on hospitals to demonstrate their ability to perform functions associated with all types of responses.

Today, healthcare coalitions continue to function with an emphasis on an all-hazards approach. Over the years, the primary activities and membership has evolved, but the core mission has remained the same: *to enable the healthcare delivery system to save lives during emergencies and disaster events that exceed the day-to-day capacity and capability of existing health and emergency response systems.*[2]

Response Functions

The key response functions of HCCs during an emergency response include:

- **Share and analyze information** (e.g., coordinate information exchange and ongoing situational awareness).
- **Manage and share resources** (e.g., work with partners to manage regional cache [if appropriate/available], obtain/identify pharmaceuticals, medical equipment, and nonclinical supplies).
- **Coordinate strategies to deliver medical care** (e.g., enhanced medical surge capacity and capability, standardized response protocols, platform for real-time policy and strategy development and coordination).[3]

Health Care Coalition Regions

Within the State of Colorado, there are nine different healthcare coalitions and each individually manages their own membership and meeting activities. All HCC individual websites can be accessed here.

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[1] https://cdphe.colorado.gov/response-partners/health-care-coalitions
[2] History of Healthcare Coalitions https://ncrhcc.org/about-us/
[3] General Overview of Healthcare Coalitions (hhs.gov)

- **North Central Region:** The NCR HCC is currently comprised of three chapters that cover specific counties within the region:
  - <u>Boulder Health and Medical Response Partnership (HAMR) Chapter:</u> Boulder County
  - <u>Metro Foothills Chapter:</u> Broomfield, Clear Creek, Denver, Gilpin, Jefferson
  - <u>Tri-County Chapter:</u> Adams, Arapahoe, Douglas, Elbert
- **Northeast Region:** The NER HCC services Sedgwick, Phillips, Logan, Morgan, Weld, Larimer, Washington, Yuma, Kit Carson, Cheyenne, Lincoln counties.
- **Northwest Region**: The NWR HCC services Eagle, Garfield, Grand, Jackson, Mesa, Moffat, Pitkin, Rio Blanco, Routt, and Summit counties.
- **San Louis Valley Region**: The SLVR HCC services Saguache, Mineral, Rio Grande, Alamosa, Conejos, and Costilla counties.
- **South Region**: The SRHCC services Fremont, Custer, Pueblo, Huerfano, Las Animas counties.
- **South Central Region**: The SCR HCC services Lake, Chaffee, Park, Teller, and El Paso counties.
- **Southeast Region**: The SER HCC services Crowley, Kiowa, Otero, Bent, Prowers, and Baca counties.
- **Southwest Region**: The SWR HCC services Montezuma, La Plata, Archuleta, San Juan, and Dolores counties.
- **West Region**: The WR HCC services Delta, Gunnison, Montrose, San Miguel, Ouray, and Hinsdale counties.

HCC Membership & Meetings

All Healthcare Coalitions manage their own individual leadership and general membership meetings. To become an HCC member and be invited to their meetings, locate the membership application survey located on each HCC website and complete with your CHCs information. Due to your CHCs service area, it is likely that your CHC will be serviced by multiple regions. CCHN recommends CHCs join all eligible HCC regions.

Please reach out to Emily Bauer at CCHN, ebauer@cchn.org, if you would like to be connected to your regional HCCs.

Additional Resources:

- **Appendix A**: Community Health Center HCC Region Chart
- **Appendix B:** Healthcare Coalition Contact Information
- **Appendix C:** Map of HCC Regions

Why Should Community Health Centers join their regional Healthcare Coalition?

Healthcare Coalitions represent a variety of healthcare partners with Community Health Centers being one of those. By joining your regional Healthcare Coalition, HCCs can provide additional support and resources in advance of a disaster and during active response. HCCs also provide regular training and exercises for their members to simulate different types of disaster and emergencies.

Community Health Center Overview & Introduction Form

What is the Colorado Community Health Network? [4]

The Colorado Community Health Network (CCHN) represents the 20 Colorado Community Health Centers, the largest primary care network in the state. CCHN is committed to:

- Educating policy makers and stakeholders about the unique needs of Community Health Centers (CHCs) and their patients.
- Providing resources to ensure that CHCs are strong organizations.
- Supporting CHCs in maintaining the highest quality care.

Part of the support that CCHN provides for CHCs includes emergency preparedness training and technical assistance. CCHN also works to support CHCs' involvement in their regional HCC and connect to additional resources. Additional information can be found in the *Emergency Preparedness section* on CCHNs website.

What is a Community Health Center? [5]

CHCs provide a health care home for more than 855,000 Coloradans. That's one in seven people in the state, including 21% of Medicaid enrollees and 22% of CHP+ enrollees. Colorado's 20 CHCs are an important part of the state's health care system, promoting wellness, and preventing and treating illness, including helping patients and communities respond to COVID-19.

Colorado CHCs have a plan called Access for All Colorado, which aims to provide a health care home for more than one million low-income uninsured and medically underserved Coloradans. Colorado CHCs provided 2.7 million clinic and virtual visits in 2021. This includes:

- Operating 238 clinic sites in 46 Colorado counties and caring for patients living in 63 counties.
- Offering dental at 130 sites in 43 counties. In 2021, CHCs provided dental services to more than 145,000 patients.
- Offering behavioral health at 191 clinics in 43 counties. In 2021, CHCs provided behavioral health and substance use disorder (SUD) services to more than 109,000 patients.

At Colorado CHCs, 90% of patients have family incomes at or below 200% of the Federal Poverty Level ($53,000 per year for a family of four in 2021). CHCs provide primary and preventative care to more than 201,465 Colorado children.

CHCs provide care for thousands of people who would otherwise slip through the cracks of our health care system, including 34% of Colorado's uninsured.

CHCs are leaders in delivering high quality primary and preventive care. CHCs have integrated medical, behavioral, and dental health care; offer extended hours; and work to engage patients as partners in their own health care. CHCs are the future of health care: digitized, integrated, cost-effective, and patient focused.

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[4] Colorado Community Health Network: About CCHN
[5] https://cchn.org/wp-content/uploads/2022/07/CCHN-pages-final-07-15-22-003.pdf

All Colorado CHCs have achieved official Patient Centered Medical Home recognition. That means they focus on system and team redesign, care coordination and communication, improving the patient experience, providing quality care, and reducing costs.

Emergency Preparedness Regulations for Community Health Centers [6]

Community Health Centers align their emergency preparedness activities with the Centers for Medicare & Medicaid Services (CMS) regulations.

In September 2016, CMS released a new emergency preparedness rule relating to CHC emergency preparedness. The new rule asks CHCs to demonstrate that they are conducting risk assessments, updating and developing appropriate plans and policies, along with training and testing these plans with staff and partners in the community.

CMS regulations require CHCs to comply with all federal, state, and local emergency preparedness requirements. CMS regulations also require providers and suppliers to develop and maintain comprehensive emergency preparedness programs, using an all-hazards approach to address the following categories:

- **Risk Assessment and Planning:** Developing emergency preparedness plans based on the risk assessment and using an all-hazards approach to address patient populations, continuity of services, and succession planning.
- **Policies and Procedures:** Developing emergency preparedness policies and procedures based on risk assessment, emergency plan, and communication plan to address patient tracking, supply chain, evacuation, sheltering in place, and protection of medical documentation.
- **Communication Plan:** Developing an emergency preparedness crisis communications plan in compliance with federal, state, and local laws. This includes information for key partners, methods to share protected patient information, and alternate modes of communication.
- **Training and Testing:** Developing emergency preparedness training and testing programming based on risk assessment, emergency plan, and communication plan that is conducted annually to test emergency preparedness policies and procedures.

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[6] CMS Emergency Preparedness Rule Toolkit: Rural Health Clinic/Federally Qualified Health Center (wisconsin.gov)

Introduction Form:

Instructions: *This section is meant to be completed by CHC Emergency Preparedness Leads and provided for their Regional HCC Coordinators along with your EMP, HVA, and Crisis Communication Plan. Please complete the following form with details specific to your CHC. Once this is completed, CCHN will facilitate an introductory meeting between the HCC primary contact(s) and the CHC Emergency Preparedness Lead.*

CHC Name:	
EP Lead:	
Title:	
Email:	
Phone:	
Website:	

Overview

Since (YEAR EST.), (CHC NAME) has been a leader in developing and offering integrated health care, which blends mental health, substance use, primary care and oral healthcare and referrals. (CHC NAME) serves the following counties: (COUNTIES SERVED) across (NUMBER of CLINICS).

Roles & Responsibilities of (CHC NAME) EP Lead (ALTER AS NEEDED)

- Develop, implement, and maintain all aspects of (CHC NAME) Emergency Management Plan and related policies and procedures. Including biannual review and update of all Emergency Management Plans.
- Develop hazard vulnerability assessment for anticipated and existing hazards. Including development of mitigation plans to reduce identified hazards.
- Manage back up communications to maintain (CHC NAME) operations. Including regular maintenance of 800MHz radios and other alternate communication methods.
- Conduct regular emergency preparedness training and communication drills in accordance with CMS regulations. Including training new employees on emergency preparedness practices and protocols.
- Conduct incident investigation and complete After-Action Reports (AARs) following an emergency or disaster in accordance with CMS regulations.
- Collaborate with Health Care Coalitions and outside agencies regarding coordination of emergency management plans and exercises.
- Additional roles and responsibilities include maintaining facility safety and identifying areas for hazard mitigation improvement.

Identified Hazard Vulnerability: *Please list the top 5 hazards your CHC as identified in your HVA and a brief description of mitigation strategy.*

Hazard:	Mitigation Strategy:
1.	
2.	
3.	
4.	
5.	

(CHC NAME) Health Center Locations:

Site Name:	County:	Site Services:
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Needs from HCC:

Additional Information for CHCs to share with HCC:
- Emergency Management Plan
- Crisis Communications Plan
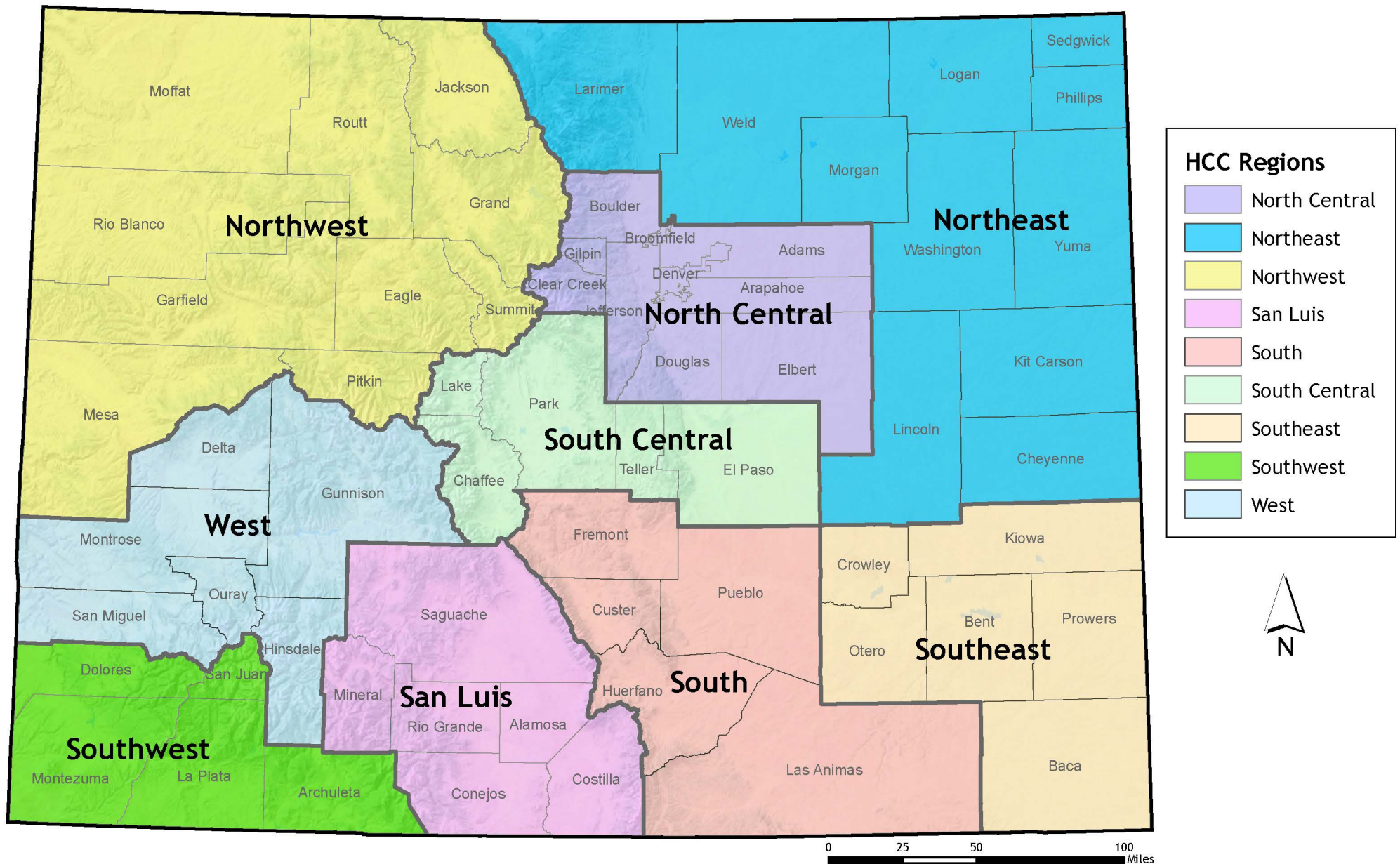- Hazard Vulnerability Assessment

Appendices

- **Appendix A**: Community Health Center HCC Region Chart
- **Appendix B:** Healthcare Coalition Contact Information
- **Appendix C:** Map of HCC Regions

CHC	Serviced Counties	HCC	Chapter (if applicable)
Axis Health	Dolores	Southwest Region	
	La Plata	Southwest Region	
	Montezuma	Southwest Region	
	Archuleta	Southwest Region	
Clinica Family Health	Adams	North Central Region	Tri-County Chapter
	Boulder	North Central Region	Boulder HAMR Chapter
	Broomfield	North Central Region	Metro Foothills Chapter
Colorado Coalition for the Homeless - Stout Street Health Center	Colorado Community	North Central Region	
	Denver	North Central Region	
Denver Health's Community Services	Denver	North Central Region	
High Plains CHC	Prowers	Southeast Region	
	Baca	Southeast Region	
	Cheyenne	Northeast Region	
	Kiowa	Southeast Region	
	Kit Carson	Northeast Region	
Inner City Health Center	Denver	North Central Region	
Marillac Health	Mesa	Northwest Region	
Mountian Family Health Centers	Garfield	Northwest Region	
	Eagle	Northwest Region	
	Pitikin	Northwest Region	
	Rio Blanco	Northwest Region	
Northwest Colorado Health	Moffat	Northwest Region	
	Routt	Northwest Region	
Peak Vista CHC	El Passo	South Central Region	
	Adams	North Central Region	Tri-County Chapter
	Arapahoe	North Central Region	Tri-County Chapter
	Douglas	North Central Region	Tri-County Chapter
	Elbert	North Central Region	Tri-County Chapter
	Kit Carson	Northeast Region	
	Lincoln	Northeast Region	
	Park	South Central Region	
	Teller	South Central Region	

Pueblo CHC Inc.	Pueblo	South Region	
	Huerfano	South Region	
River Valley Family Health Centers	Montrose	West Region	
	Delta	West Region	
Salud Family Health Centers	Weld	Northeast Region	
	Adams	North Central Region	Tri-County Chapter
	Arapahoe	North Central Region	Tri-County Chapter
	Boulder	North Central Region	Boulder HAMR Chapter
	Larimer	Northeast Region	
	Las Animas	South Region	
	Logan	Northeast Region	
	Morgan	Northeast Region	
	Sedgwick	Northeast Region	
	Phillips	Northeast Region	
	Washington	Northeast Region	
	Yuma	Northeast Region	
Sheridan Health Services	Arapahoe	North Central Region	Tri-County Chapter
	Adams	North Central Region	Tri-County Chapter
	Denver	North Central Region	Metro Foothills Chapter
	Jefferson	North Central Region	Metro Foothills Chapter
STRIDE CHC	Arapahoe	North Central Region	Tri-County Chapter
	Adams	North Central Region	Tri-County Chapter
	Douglas	North Central Region	Tri-County Chapter
	Jefferson	North Central Region	Metro Foothills Chapter
	Park	South Central Region	
Summit County Care Clinic	Summit	Northwest Region	
Sunrise Community Health	Weld	Northeast Region	
	Larimer	Northeast Region	
Tepeyac CHC	Denver	North Central Region	Metro Foothills Chapter
	Adams	North Central Region	Tri-County Chapter
	Arapahoe	North Central Region	Tri-County Chapter
Uncompahgre Medical Center	San Miguel	West Region	
	Montrose	West Region	
	Ouray	West Region	
Valley-Wide Health Systems Inc.	Alamosa	San Louis Valley Region	
	Bent	Southeast Region	

	Chaffee	South Central Region
	Cheyenne	Northeast Region
	Conejos	San Louis Valley Region
	Costilla	San Louis Valley Region
	Crowley	Southeast Region
	Delta	West Region
	Fremont	South Region
	Garfield	Northwest Region
	Kit Carson	Northeast Region
	Mesa	Northwest Region
	Mineral	San Louis Valley Region
	Otero	Southeast Region
	Rio Grande	San Louis Valley Region
	Saguache	San Louis Valley Region

Name	Primary/Alt	Position	Agency	Phone	Email
North Central Region					
Michelle Deland	Primary	Executive Director	NCR HCC	303-588-8488	mdeland@ncrhcc.org
Ben Tice	Alternate	Director of Safety	Swedish Medical Center	720-201-2637	Benjamin.TIce@HealthONEcares.com
Southeast Region					
Phil Graham	Alternate	R&R Coordinator	SERHCC	303-641-8792	coloserhcc@gmail.com
Steve Sanchez	Primary	Board Chair	SERHCC	719-829-4624	ssanchez@sechosp.org
South Region					
Jason Pitts	Alternate	Director Clinical Operations	Pueblo Community Health Center		jpitts@pueblochc.org
Rita Montez		Director of Operations	Pueblo Community Health Center		rmontez@pueblochc.org
Southwest Region					
Jason Webb	Primary	Board Chair	Upper San Juan Health Services District		jason.webb@psmedicalcenter.org
Joel Claus	Alternate	R&R Coordinator	SWCHCC		coordinator@swchcc.org
South Central Region					
Thomas Buettner	Primary	UCHealth EM - SCR	UCHealth		thomas.buettner@uchealth.org
Kara Prisock	Alternate	R&R Coordinator	SCHCC	719-301-4033	kara.prisock@coloradosprings.gov
San Luis Valley					
Brent Lehto	Alternate	Director of Labratory Services	SLV Health - RMC		brent.lehto@slvrmc.org
Chris Rodriguez	Primary	R&R Coordinator	SLVHCC	719-480-0575	coordinator@slvhcc.org
Tennie Masterson	Alternate	SLVHCC Steering Committee	SLVHCC		tennie.masterson@slvrmc.org
North East Region					
Erin Witte	Primary	Emergency Preparedness Coordinator	Wray Community Health District Hospital		erin.witte@bannerhealth.com
JoBeth Mills	Alternate	R&R Coordinator	NERHCC	719-343-5185	nerhcc.co@gmail.com
West Region					
Mary Rasmussen	Alternate	R&R Coordinator	WRHCC		mrasmusson@montrosehospital.com
Northwest Region					
Eli Nykamp	Alternate	Chair			eli.nykamp@uchealth.org
Steve Hilley	Primary	Clinical Advisor			shilley@nwccog.org

Colorado Health Care Coalitions (HCC)

For Additional Information Contact CDPHE OEPR

Map Prepared by CHED/GIS Unit | March 15, 2017

HCC Regions
- North Central
- Northeast
- Northwest
- San Luis
- South
- South Central
- Southeast
- Southwest
- West